

Job Title: Service Engineer

Reporting to (Title): Service Engineer Manager

Department/Business Unit: Legrand Care

Base Location: Remote

Work Location/s: Ipswich

We are looking for a self-driven and highly motivated *Service Engineer* to join our Service Team covering Ipswich.

As a Service Engineer at Legrand Care, you'll play a vital role in delivering technical support and maintenance across our client sites. You'll be part of a regional on-call rota, ensuring 24/7 coverage and rapid response to service needs. This is a hands-on role requiring travel, flexibility, and a proactive approach to problem-solving in a fast-paced environment.

Job Competencies / Key Skills:

- Excellent communication (verbal and written) skills.
- Excellent customer-facing skills.
- Must have previous knowledge of warden call and door entry systems.
- Ability to cope in a complex and fast-changing environment, taking a practical approach to live site technical issues.
- Excellent problem-solving abilities and capable of learning new products in a short period of time.
- Must be willing to travel to site and work out of hours and weekends as and when needed
- Knowledge of 3rd party systems which may be integrated into warden call/door entry/nurse call systems.
- Good team player, self-motivated and able to work on own initiative.
- Ability to judge complex situations and assess when to escalate issues.
- Full valid driving license and a willingness to travel within the UK.

Package / Benefits:

- Permanent, Full-time (Monday – Friday, 09:00 – 1700 are usual hours but these will differ depending on service work and contracts)
- Competitive salary, working in a critical care sector where we make a difference.
- Company Vehicle, Laptop, Mobile Phone
- Holidays – 25 days/year + bank holidays
- **Other Benefits:** Employee Assistance Programme through EIC, Life Assurance Cover (lump sum of up to 3 x annual salary) , Bike to Work Loan up to £1,200 loan, Staff Sales, Eyecare Vouchers (VDU), Flu Vaccination, Healthcare Services (24/7 GP service, mental health support, wellbeing services) with AIG Smart Health, Hotel and Car hiring discounts, Holiday purchase up to 3 days, online training through in-house and external training platforms, Long Service Awards, Enhance Maternity (14 weeks @ full basic pay + SMP) and Paternity Scheme (1 week @ full basic pay + SPP), Occupational Sick Pay (up to 20 days @ full basic pay rate followed by 60 days @ half pay).

Applications to:

lee.stephens@legrand.com

Closing Date:

Legrand is committed to Equal Opportunities and Diversity